

Network Supervisor
New Hanover County Schools

Job Description

Class: Administrative
Dept: Technology

TITLE: Network Supervisor

QUALIFICATIONS:

1. Associate's degree in technical field or equivalent training and/or experience.
2. Five years of increasingly responsible technical, networking, administrative, and supervisory experience.
3. Valid North Carolina driver's license.

REPORTS TO: Chief Technology Officer

JOB GOAL: To direct, manage, and coordinate projects and staff relating to the New Hanover County Schools Wide Area Network (WAN) and Local Area Network (LAN); to oversee and manage the network performance, security, reliability and accessibility.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

1. Follow all rules, policies and procedures of New Hanover County Schools, along with state and federal regulations pertaining to schools and technology.
2. Monitor and manage the network performance, security reliability, and accessibility; develop, enforce and maintain network security policies and practices; monitor LAN and WAN bandwidth and performance.
3. Supervise assigned operations to achieve goals within available resources; plan and organize workloads, train technology staff.
4. Provide leadership and direction in the development of short and long range plans; gather, interpret, and prepare data for reports and recommendations; coordinate networking activities with other departments and schools as needed.
5. Supervise and direct the maintenance of the organization's wide area network.
6. Prepare budget requests.

7. Communicate official networking information technology plans, policies, and procedures to staff, vendors, and customers.
8. Provide technical advice and assistance to staff in the use of equipment and the network infrastructure, along with supervising their work.
9. Configure users, install, and configure administrative applications on the wide area network.
10. Consult with management to determine information requirements of departments to determine boundaries and priorities of data processing and office automation projects, and to discuss system needs.
11. Prepare reports to inform management of project status and deviation from goals with suggested solutions.
12. Write and evaluate RFP's for networking projects.
13. Coordinate with management staff, support staff, technical personnel, and/or vendors to solve problems as required.
14. Participate in technical projects such as configuring new operating systems or developing procedures for equipment setup.
15. Responsible for fixed assets of network infrastructure equipment and inventory activities of technology products.
16. Perform related duties as requested by Chief Technology Officer.

The above statements describe the general nature and level of work being performed by individuals assigned to this job. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so employed.

Terms of Employment: Twelve month work year/At Will/FLSA Exempt

Starting Salary and/or Grade: SA 4

Evaluation: Performance of this job will be evaluated in accordance with provisions of the Board and local policy on evaluation of personnel.

Knowledge, Skills and Abilities:

- Demonstrate functional knowledge of Novell network operating systems 5 and 6.x; Microsoft networking solutions up to and including Server 2003; Apple network operating systems 9 and 10.x; Windows 98, NT, 2000, and XP.
- Demonstrate functional knowledge of State of North Carolina networking policies and procedures.
- Demonstrate functional knowledge of CISCO PIX firewalls, routers, and switches; Packeteer packetshaping devices (2500, 4500, and 6500); protocols (TCP/IP, AppleTalk, SNMP, NTP FTP, HTTP); network monitoring tools (FLUKE, Solar Winds) and security; basic office tools, spreadsheets, word processing, and presentation generation tools.
- Demonstrate functional knowledge of general programs, policies, and practices used in educational organizations; computer software installation and training.
- Demonstrate functional knowledge of Total Quality Management principles, practices, and applications.
- Demonstrate functional knowledge of long range and strategic planning concepts; ability to effectively administer, simultaneously, a variety of projects/abilities.
- Ability to analyze problems, identify alternative solutions, project consequences or proposed actions and implement recommendations in support of goals.
- Ability to provide technical support to a diversity of internal and external individuals/groups; to coordinate and facilitate diverse internal and external committees relative to implementing a networking project.
- Ability to prepare and administer a project and/or networking budget.
- Ability to communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships.
- Ability to effectively represent the school system to the community.
- Physical ability (able to exert up to 20 pounds of force occasionally) and dexterity to perform the duties and responsibilities of the job.